

State of New Hampshire Department of Health and Human Services

Request for Proposals (RFP) for Community Navigator Program

Vendors Conference (*not mandatory*)

DHHS Contracts Unit and
Division for Children, Youth and Families
July 26, 2022 from 10:00am to 12:00pm



Today's agenda

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10:00-10:05pm	Welcome and overview of the meeting
10:05-10:30pm	Overview of the Community Navigator Program
10:30-10:50pm	Q&A on Community Navigator Program
10:50-11:15pm	Overview of proposal contents and submission
11:15-11:45pm	Q&A on proposal contents and submission
11:45-12:00pm	Thanks, next steps, and close



Disclaimer

This presentation includes brief descriptions of the RFP specifications and requirements but does not fully elaborate on all required elements. As a result, this presentation does not supersede what is stated in the RFP or its appendices. Proposers are responsible for ensuring that their proposal is complete and accurate according to the information and requirements contained in the full RFP.



We will focus on **two major areas** during this meeting

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**Community Navigator
program overview**

2

**Proposal contents
and submission
process**



NH DHHS seeks to work with children and families in a more preventative, proactive, and holistic way

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Primary & Secondary Prevention

Primary prevention activities are provided at the general population level. These activities include public education efforts regarding: safe sleep; infant & child care; developmental milestones; water, bike, and recreational safety; nutrition; etc. supported by the Division of Public Health and other DHHS Divisions.

Secondary prevention activities are provided to vulnerable communities. These activities include programs such as: family resource centers supported by the Division of Economic & Housing Stability; home visiting programs and the new Community Collaborations Grant programs supported by the Division of Public Health; and targeted protective factors education offered by the NH Children's Trust.

Tertiary Prevention

Tertiary prevention activities are provided to children & families specifically identified to be in need or at-risk. These include:

DCYF Voluntary Services, internally or community managed, for families identified as at-risk through a child protection assessment.

Voluntary Children in Need of Services (CHINS) services offered to prevent delinquency through juvenile justice.

Economic, food security, and housing services offered to families through the Division of Economic and Housing Stability.

Existing and newly authorized *children's behavioral health services* inclusive of Fast Forward, Mobile Response & Stabilization Services, & high-fidelity wraparound.

Mental Health & Substance Use Disorder Services provided to parents, guardians, and caregivers through the Division of Behavioral Health.

Court Involved DCYF Cases

Child protective services where child abuse or neglect as defined by law has been founded and a child has been removed from the home or court involvement is required while the children remain home to ensure adequate oversight.

Juvenile delinquency cases where a child has been found to have engaged in delinquent behavior and is in need of court oversight to remediate future adverse behaviors.



The overall outcome goal of CNP: Shift the role from reporting concerns to actively educating reporters and engaging/navigating families to statewide community resources and referrals.

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The problem: DCYF is unable to provide guidance on additional community resources vital to families whose needs do not reach to the level of a formal investigation but could greatly benefit from community resources and referrals.

FROM:

- DCYF binary responses to abuse and neglect
- Families not rising to level of formal investigation, receiving no further assistance
- Increased disproportionality regarding families of color in NH



TO:

- Connect reporters with supportive family resources and referrals
- Families who do not rise to level of formal investigation, receiving community resources and referrals
- Reduce disproportionality through increased access to and awareness of available community resources

CNP outcome goal: Connect families identified in DCYF Central Intake screen out reports to community resources and referrals.

Source: RFP-2023-DCYF-01-COMMU Pages 5-6

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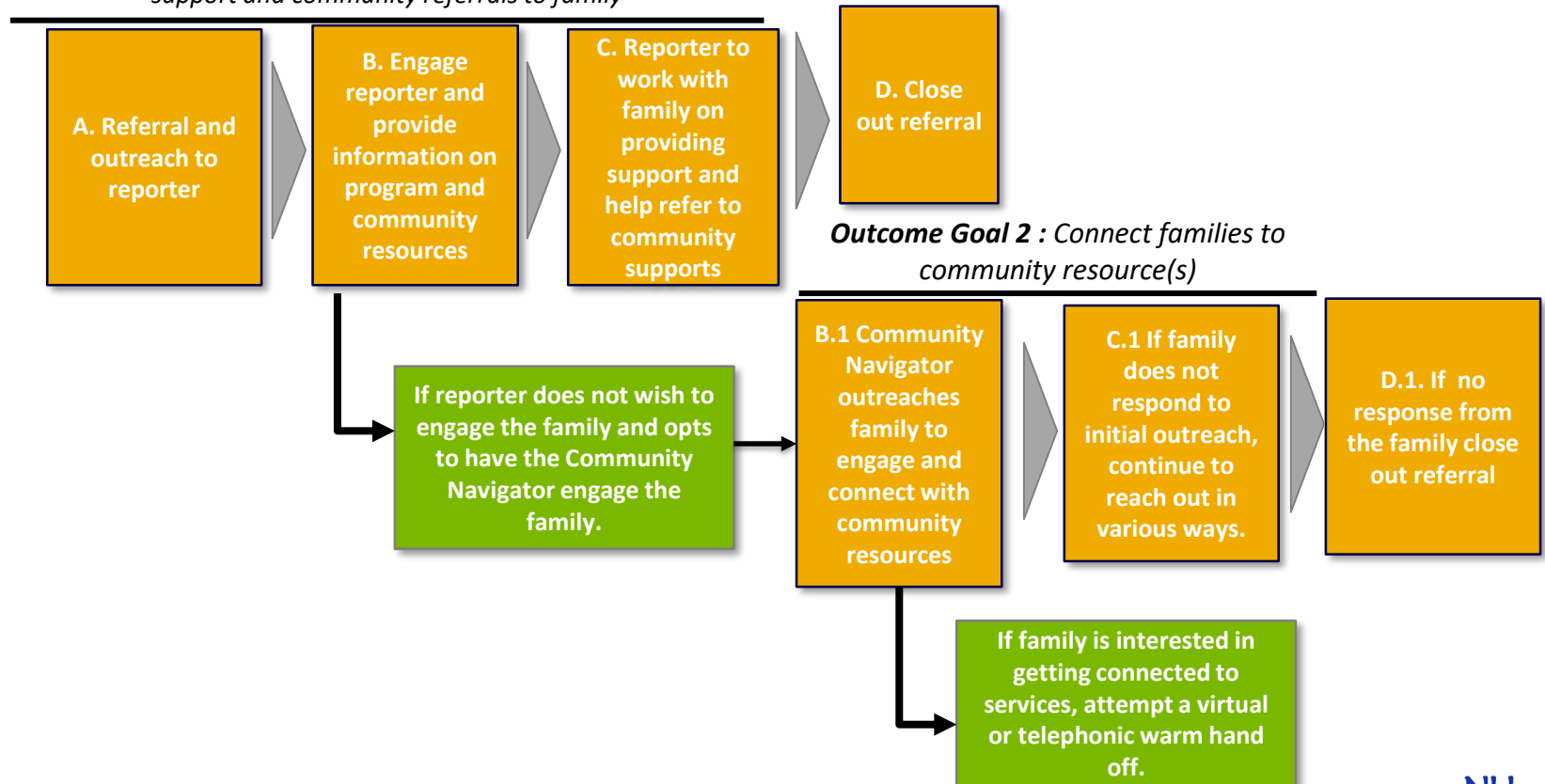


Example of how organizations could potentially structure delivery of navigator services; however, DCYF looks to seek any new solutions for most effective service delivery.

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Community Navigator: Two desired outcome goals

Outcome Goal 1: Encourage and educate reporter to provide support and community referrals to family



Source: RFP-2023-DCYF-01-COMMU Pages 7

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Major Components of the Community Navigator, Scope of Service

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Family Outreach and Engagement

- ❖ Establish rapport, offer support and understanding to the family along with education on available statewide resources/referrals.
- ❖ Conduct virtual warm hand off with the family with the resource they wish to connect with and ensure successful engagement.
- ❖ Ensure services are provided in a culturally competent manner to ensure services reach diverse populations.

Education Services to Professional Reporters

- ❖ Educate professional reporters on successful family approach and offering applicable resources/referrals to the family.
- ❖ Help professional reporters understand the importance of a warm hand off or facilitated referral between a family and community resource is evidenced to be more successful.



Source: RFP-2023-DCYF-01-COMMU Pages 8-11

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Target Population for the Community Navigator Program

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Target population:

Families who are reported to DCYF Central Intake but do not meet the stated criteria for a formal assessment and as a result has been screened out but could benefit from continued community supportive services referral by the Community Navigator Program.

The Division receives an average of 8,000 screen out assessments statewide on an annual basis. Although this is the number of average screen out reports the Division receives on an annual basis, the Community Navigator will only receive a fraction of these reports to follow up on.

Primary target population:

- A primary caregiver under the age of twenty-six (26) years old (around 300 screen out reports a year).
- A child in the household under the age of three (3) (around 700 screen out reports a year).
- A primary caregiver who is the legal guardian of minor(s) in the residence (around 200 screen out reports a year).
- A pregnant female (number of screen out reports a year is unknown as this is not tracked).



Source: RFP-2023-DCYF-01-COMMU Pages 7-8

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Q&A Period



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Today's overview of process and requirements will help you submit a **complete and strong proposal**

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RFP sections discussed in overview:

- **General proposal contents**
- **Technical proposal**
- **Budget template**
- **Budget narrative**
- **Submission process**
- **Timetable**



Source: RFP-2023-DCYF-01-COMMU

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TFC proposals are broken into three parts – please see RFP itself for more information

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General contents

- ☐ Transmittal cover letter
- ☐ Proposers references
- ☐ New Hampshire Certificate of Good Standing
- ☐ Affiliations – Conflict of Interest
- ☐ Appendix B, Contract Monitoring Provisions
- ☐ Appendix C, CLAS Requirements

Technical application

- ☐ Appendix E, Technical Proposal

Cost application

- ☐ Appendix F, Budget Sheet
- ☐ Budget Narrative

Source: RFP-2023-DCYF-01-COMMU Pages 17-18



Evaluation and negotiation: Proposals will be evaluated against seven categories and negotiations will finalize details

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Criteria category:

Points:

Team Structure	20 points possible
Implementation	40 points possible
Experience	50 points possible
Outreach and Education	50 points possible
Staffing	40 points possible
Access and Availability to Services	30 points possible
Cost	50 points possible

DCYF reserves the right to select negotiate resulting contracts with each provider including:

- Final aspects of the payment structure (to ensure reasonable cost)



Source: RFP-2023-DCYF-01-COMMU Pages 12-13

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Technical Proposal must be submitted using the provided template

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Appendix E. Technical Application



New Hampshire Department of Health and Human Services
Appendix E – Technical Response to Questions

Instructions: Provide detailed responses in the text boxes to the questions below. If additional attachments are required as specified below, submit the attachments in the order they are requested below. There is no page limit for this Appendix E – Technical Response to Questions or any associated attachments.

Vendor Name

1.

Describe the structure of the team that would directly operate, facilitate and oversee the Community Navigators, including (a) the anticipated roles and staff types that your agency will use and (b) the specific duties and responsibilities that will be assigned to each of those roles.

2.

Please provide a detailed description of how your agency will implement the Community Navigator Program for a family that has been referred for the program, including but not limited to:

- a. *How will your agency participate in pre-referral "handoffs" from DCYF, process referrals, and initially engage families referred to your program. What strategies will your agency use to ensure families seamlessly transition and successfully engage in the service?*
- b. *What is your agency's experience with engaging clients on a voluntary level and making a cold call? What is your experience in working with resistant clients? What is your experience in working with a diverse population to include families who do not speak English?*
- c. *Timeline such that Community Navigators would be operational within thirty days of the contract effective date.*

- **Fillable word document** that consolidates all the questions you need to answer
- You are required to **fully respond to all questions** (scored and non-scored)
- **Appendices and other supporting documents are allowed** and do not count toward your word limit



Source: RFP-2023-DCYF-01-COMMU Appendix E

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Budget Template is intended to help you identify and capture the different kinds of costs entailed in launching and implementing CNP

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Appendix F. Budget Template

BT 1.0 Appendix F - Budget Sheet

New Hampshire Department of Health and Human Services
Contractor Name: Enter Vendor Name
Budget Request for: Enter Project Title
Budget Period: Enter Applicable State Fiscal Year
Indirect Cost Rate (if applicable): 0.00%

Line Item	Program Cost - Funded by DHHS	Budget Narrative Explain specific line item costs included and their direct relationship to meeting the objectives of this solicitation
1. Salary & Wages		
2. Fringe Benefits	\$0	
3. Consultants	\$0	
4. Equipment Indirect cost rate cannot be applied to equipment costs per 2 CFR 200.1 and Appendix IV to 2 CFR 200.	\$0	
5.(a) Supplies - Educational	\$0	
5.(b) Supplies - Lab	\$0	
5.(c) Supplies - Pharmacy	\$0	
5.(d) Supplies - Medical	\$0	
5.(e) Supplies Office	\$0	
6. Travel	\$0	
7. Software	\$0	

Page 1 of 2

- Budget will be scored based on **reasonable, thoughtful inclusion and articulation of costs** associated with a strong program
- DCYF reserves the right to negotiate** several aspects of payment, including the final core rate. Initial Program Cost Reimbursement payments will also be allocated in a manner determined by DHHS



Source: RFP-2023-DCYF-01-COMMU Appendix F

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Submission process overview

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- Proposals **must be submitted electronically** to rfx@dhhs.nh.gov with Jennifer Hackett (Jennifer.s.hackett@dhhs.nh.gov) cc'd on the email
- The **subject line of your email** must include the RFP name (RFP-2023-DCYF-01-COMMU)
- If you plan to submit with multiple emails, **please number your emails** (e.g., RFP-2023-DCYF-01-COMMU 1 of 5)
- As a reminder, the maximum size of files per email is 10MB, meaning **you will likely need to send multiple emails or use a zip folder**
- **For those who haven't used zip folders:** Right click on the desktop, select new, select zip folder, name the folder, and drop your contents in



Q&A Period



Proposals are due by e-mail on August 29th. Between now and then, we'll be putting out an Q&A with question responses

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All times are according to Eastern Time. The Department reserves the right to modify these dates at its sole discretion.

Item	Action	Date
1.	Solicitation Released	July 18, 2022
2.	Vendors Conference Date (optional)	July 26, 2022 10:00 a.m. to 12:00 p.m.
3.	Questions Submission Deadline	July 28, 2022 12:00PM
4.	Department Response to Questions Published	August 11, 2022
5.	Vendor Solicitation Response Due Date	August 29, 2022 12:00PM



Thanks for attending!

Be sure to email Jen Hackett (jennifer.s.hackett@DHHS.nh.gov)
with any questions you have at any time!



APPENDIX:

